ESET
Mobile Antivirus

Installation Manual
and User Guide

ESET Mobile Antivirus

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1. Installation of ESET Mobile Antivirus

1.1 Minimum system requirements

To install ESET Mobile Antivirus, your mobile device must meet the following minimum requirements:

ESET Mobile Antivirus	Recommended	Minimum
Processor	400 Mhz	200 Mhz
Memory	1 MB	
Operating System	Windows Mobile 5, 6.0, 6.1	

Most PDA and Smartphone mobile devices fulfill these requirements.

1.2 Installation

Save all open documents and exit all running applications before installing.

You can install ESET Mobile Antivirus directly on your device or use your computer.

1.2.1 Installation on your Device

To install ESET Mobile Antivirus directly on your device, download the .cab installation file by WiFi, Bluetooth file transfer or email attachment (it is similar to an .msi file on your PC).

After downloading the .cab file, tap **Start > File Explorer** to locate the file and tap it to launch the installer.

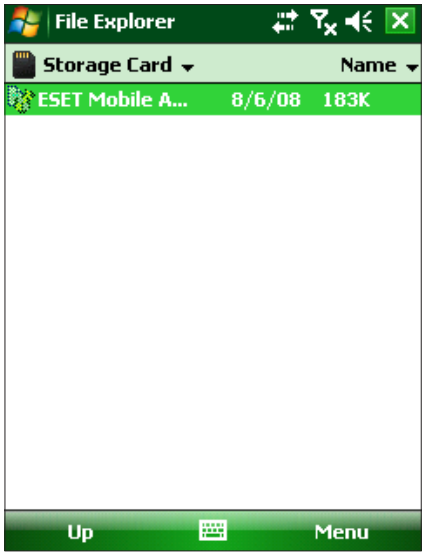

Figure 1-1: Installation package

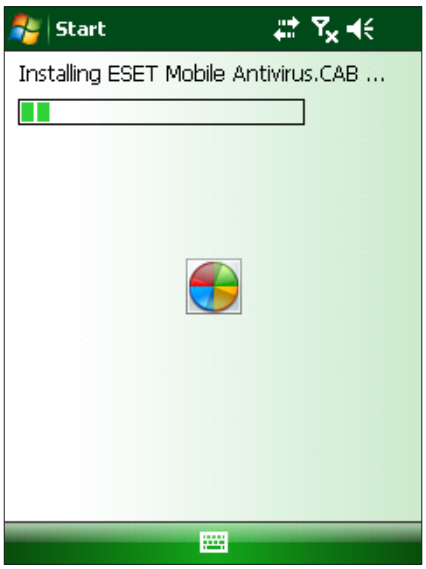

Figure 1-2: Installation progress

When you see the message that the program was installed successfully, tap **ok** to complete installation.

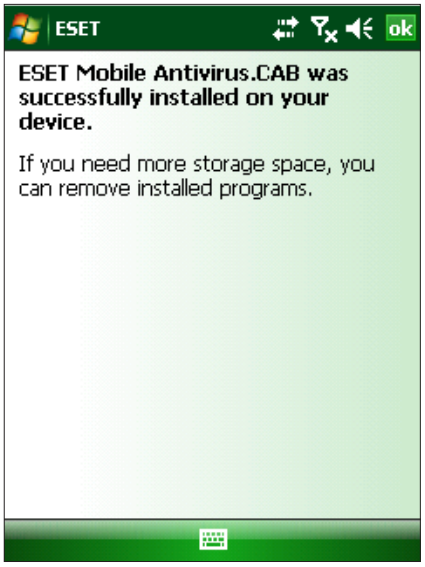
ESET
ok
ESET Mobile Antivirus.CAB was successfully installed on your device.
If you need more storage space, you can remove installed programs.

Figure 1-3: Successful installation

After installation, you can modify the program settings. However, the default configuration provides the maximum level of protection against malicious programs.

1.2.2 Installation using your computer

To install ESET Mobile Antivirus using your computer (Active Sync in Windows XP or Windows Mobile Device Center in Windows Vista), download and run the installation package (.exe file) on the computer to which your mobile device is connected and then follow the instructions in the installation wizard.

Verify that your system meets the minimum requirements for ESET Mobile Antivirus (see section 1.1, "Minimum system requirements") and click **Next**.

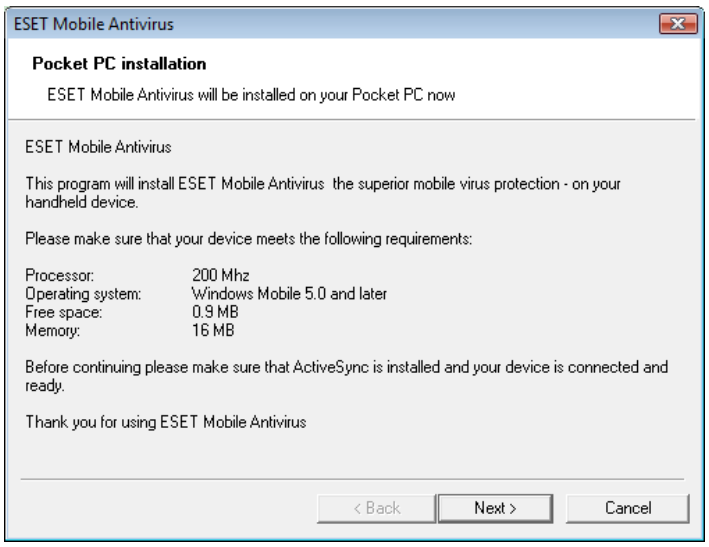
ESET Mobile Antivirus
Pocket PC installation
ESET Mobile Antivirus will be installed on your Pocket PC now
ESET Mobile Antivirus
This program will install ESET Mobile Antivirus the superior mobile virus protection - on your handheld device.
Please make sure that your device meets the following requirements:
Processor: 200 Mhz
Operating system: Windows Mobile 5.0 and later
Free space: 0.9 MB
Memory: 16 MB
Before continuing please make sure that ActiveSync is installed and your device is connected and ready.
Thank you for using ESET Mobile Antivirus
< Back
Next >
Cancel

Figure 1-4: Launching the installer on your computer

In the next window, accept the End User License Agreement (EULA) and then click **Finish** to begin installation on your mobile device.

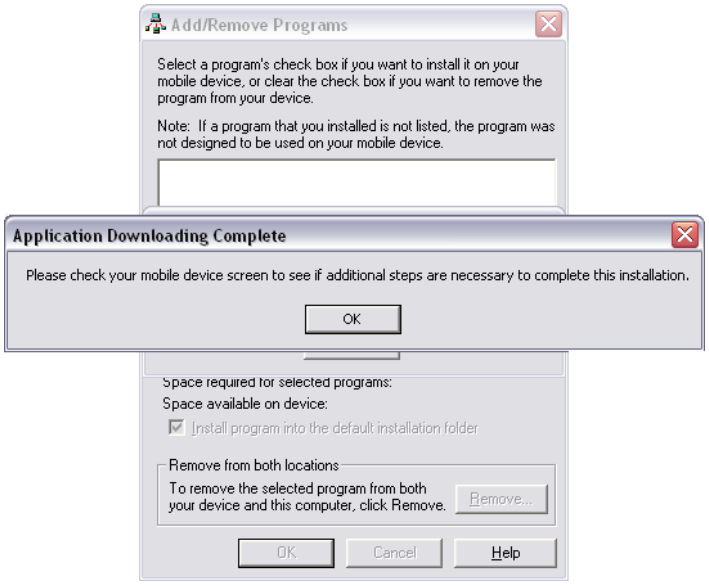
Add/Remove Programs
Select a program's check box if you want to install it on your mobile device, or clear the check box if you want to remove the program from your device.
Note: If a program that you installed is not listed, the program was not designed to be used on your mobile device.
Application Downloading Complete
Please check your mobile device screen to see if additional steps are necessary to complete this installation.
OK
Space required for selected programs:
Space available on device:
Install program into the default installation folder
Remove from both locations
To remove the selected program from both your device and this computer, click Remove.
Remove...
OK
Cancel
Help

Figure 1-5: Installation on the computer is complete

After the installation package has been copied to your mobile device, click **OK** to exit the installer on your computer. To finish installation, follow the steps described in section 1.2.1, "Installation on your device".

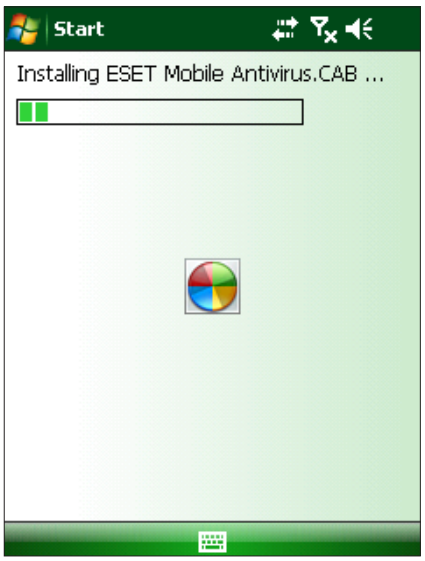

Figure 1-6: Installing the .cab file on your device

When installation is complete, the installer displays a message indicating that the program was successfully installed (Figure 1-3). Tap **ok** to exit installation. Then, activate ESET Mobile Antivirus by following the steps in section 1.3, "Product activation".

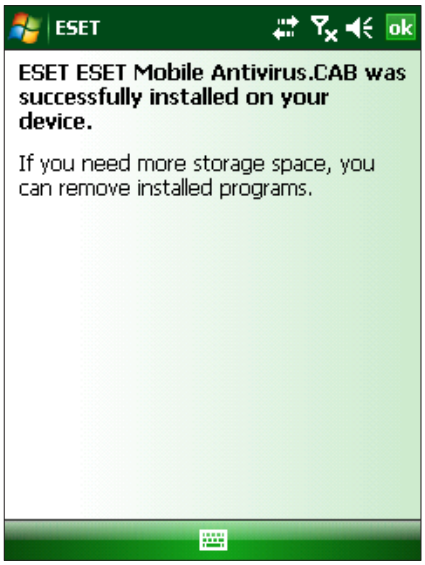
ESET
ok
ESET ESET Mobile Antivirus.CAB was successfully installed on your device.
If you need more storage space, you can remove installed programs.

Figure 1-7: Installation is complete

1.3 Product activation

After installation, ESET Mobile Antivirus must be activated. If you are not prompted to activate your product, tap **Menu > Activate** from the main program window. There are two activation methods depending on how you acquired your product.

1.3.1 Username and password

If you purchased your product from a distributor, you received a username and password with your purchase. Select the **Login/Password** option, enter a current contact address in the **e-mail** field and then enter the information you received in the **Username** and **Password** fields. Tap **Activate** to complete activation.

1.3.2 Registration key

If you acquired ESET Mobile Antivirus with a new device (or as a boxed product), you received a Registration key with your purchase. Select the **Registration key** option, enter a current contact address in the **e-mail** field and then enter the information you received in the **Key** field. Tap **Activate** to complete activation. Your new authentication data (Username and Password) will automatically replace the Registration key and be sent to the email address you specified.

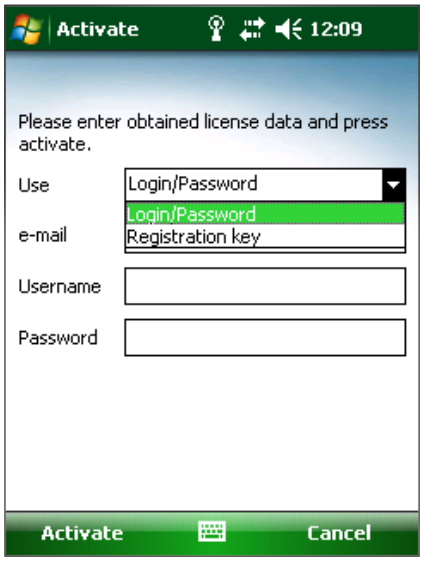

Figure.1-8: Program activation

Warning: When activating and updating ESET Mobile Antivirus, a small amount of data must be downloaded from the Internet. These transfers are charged according to your mobile provider.

1.4 Uninstalling

To uninstall ESET Mobile Antivirus from your mobile device, tap **Start > Settings**, tap the **System** tab and then tap the **Remove Programs** icon.

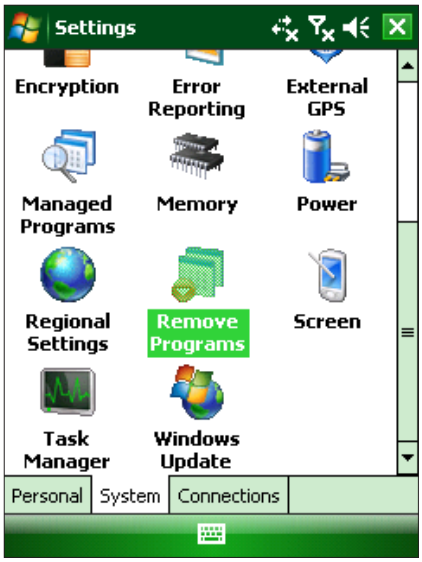

Figure 1-9: The Remove Programs icon in the Settings menu

In the **Remove Programs** list, select **ESET Mobile Antivirus** and tap **Remove**. Tap **Yes** when prompted to confirm uninstallation.

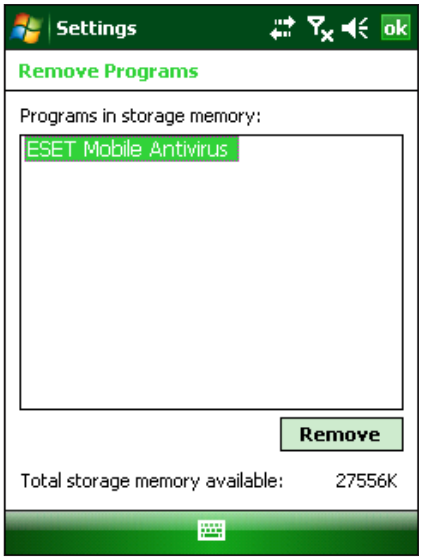

Figure 1-10: Select a program to be uninstalled

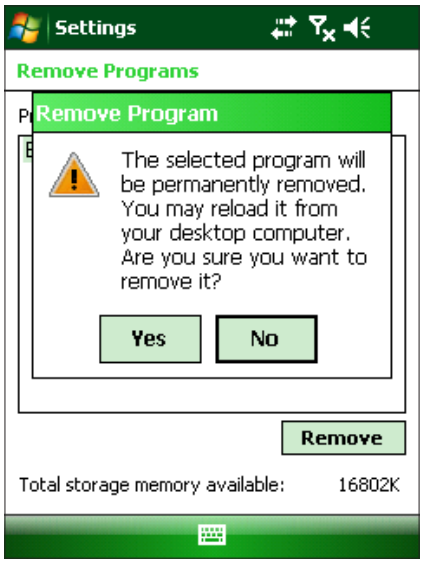
Settings
Remove Programs
Remove Program
The selected program will be permanently removed. You may reload it from your desktop computer. Are you sure you want to remove it?
Yes
No
Remove
Total storage memory available:
16802K

Figure 1-11: Confirm uninstallation

After the program has been removed, tap **ok** to close the Remove Programs window.

2. On-access scanner

The main ESET Mobile Antivirus window (tap **Start > ESET Mobile Antivirus**) is the starting point for all instructions in this manual.

The On-access scanner checks files that you interact with in real time. Files that are run, opened or saved are checked for viruses automatically. Scanning takes place before any action is performed on a file, ensuring maximum protection. The On-access scanner launches automatically at system startup.

2.1 Settings

Tap **Menu > Settings > On Access** to enable or disable the following options:

Enable On Access scan – If selected, the On-access scanner runs in the background.

Heuristics – Select this option to apply heuristic scanning techniques.

Heuristics identifies new malware not yet detected by the virus signature database by analyzing code and recognizing typical virus behavior.

Run after restart – If selected, the On-access scanner will automatically initiate after restart.

Display scan in action status – Select this option to show scan status in the bottom right corner while scanning is in progress.

Show Shell Icon – Displays the ESET Mobile Antivirus icon on the main mobile device window.

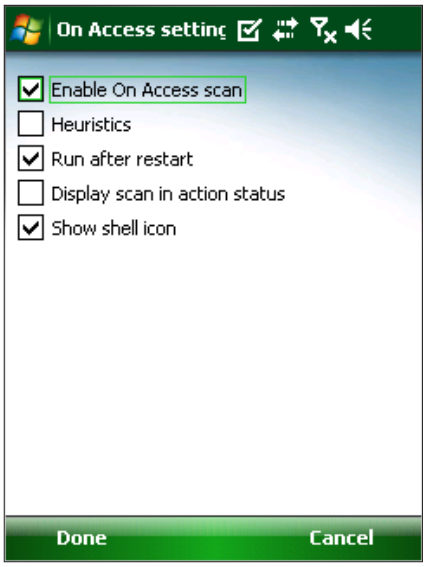

Figure 2-1: On-access scanner settings

2.2 Testing On-access Scanning

To verify that real-time protection is working properly, select the **Display scan in action status** check box in the On-access settings window (see section 2.1, "Settings").

Then, open a file or initiate an activity (i.e., play a music file or take a picture). A **Scanning...** message should appear briefly in the bottom right corner (Figure 2-2).

NOTE: The **Display scan in action status** option uses additional battery power. We recommend deselecting this option (default setting) after testing real-time protection.

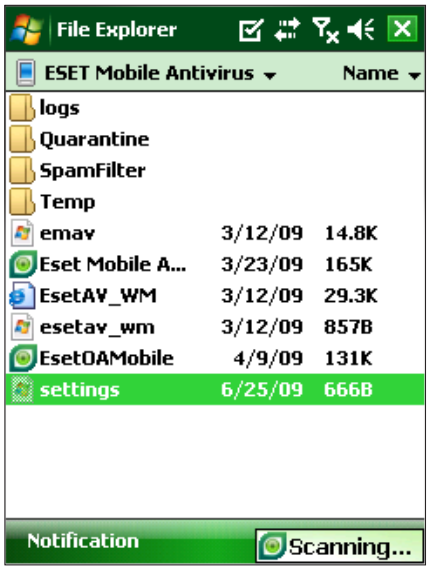

Figure 2-2: On-access scanning

You can use the On-demand scanner to check your mobile device for the presence of infiltrations. By default, specific, predefined file types are scanned.

To run the On-demand scanner, tap **Scan** in the lower left corner of the main ESET Mobile Antivirus window.

Figure 3-1: An On-demand scan in progress

3.1 Running a Whole device scan

A Whole device scan checks memory, running processes, their dependent dynamic link libraries (DLLs) and files that are part of internal and removable storage.

NOTE: The memory scan is not performed by default. To activate it, tap **Menu > Settings > General** and select the **Memory Scan** check box.

From the main ESET Mobile Antivirus window, tap **Scan > Whole device**. System memory is scanned first (including processes found running in it and their dependent DLLs), and then files and folders are scanned. The full path and file name of each file scanned will be displayed briefly.

Figure 3-2: Whole device scan

3.2 Scanning a folder

To scan a single folder on your device, tap **Start > ESET Mobile Antivirus**. From the lower left corner, tap **Scan > Folder**, tap the folder you wish to scan and tap **Select** to begin scanning the selected folder. If Memory Scan is enabled (**Menu > Settings > General > Memory Scan)**, it is performed as well.

NOTE: To abort a scan in progress, tap **Menu > Stop Scan** from the bottom right.

Figure 3-3: Scanning a folder

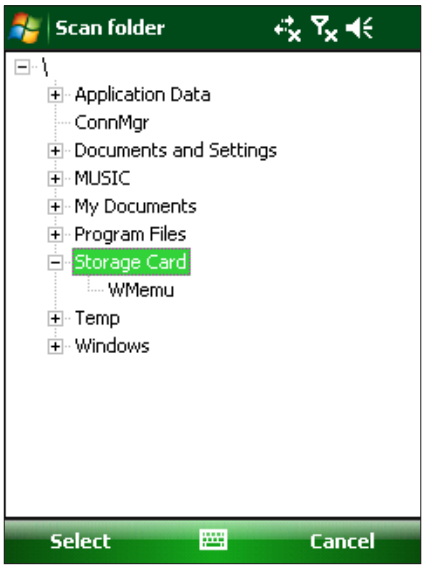

Figure 3-4: Select a folder to scan

3.3 Settings

To modify parameters related to scanning, tap **Menu > Settings > General**.

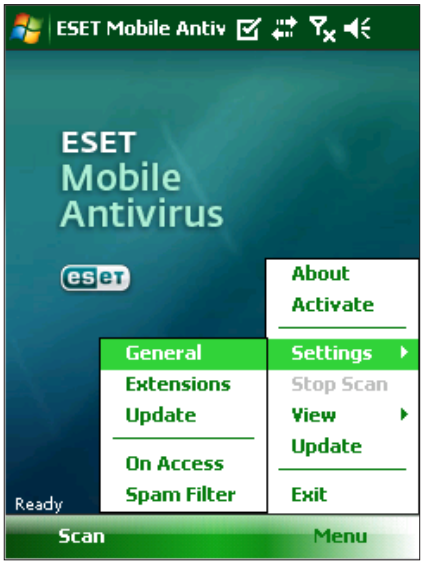

Figure 3-5: The Settings menu

The **General settings** window allows you to specify what action to take if a virus is found. Select the **Show alert dialog** option to display virus alert notifications.

The drop-down menu allows you to select an action to be performed automatically for infected files. You can select from the following options: **Delete infected file** (file will be removed), **Do nothing (not recommended)** and **Move to quarantine**.

The **Stored logs** drop-down menu allows you to define the maximum number of logs to be stored.

If the **Memory scan** option is selected (default setting), the device memory will automatically be scanned for active malicious programs prior to the actual file scan.

If the **Heuristics** option is selected, ESET Mobile Antivirus uses heuristic scanning techniques. Heuristics is an algorithm-based detection method that analyzes the code and searches for typical virus behavior. Its main advantage is the ability to identify malicious software not yet known by the current virus signature database.

Archive nesting allows you to specify the depth of nested archives to be scanned.

Select **Archive deletion** to automatically delete archive files containing infected objects.

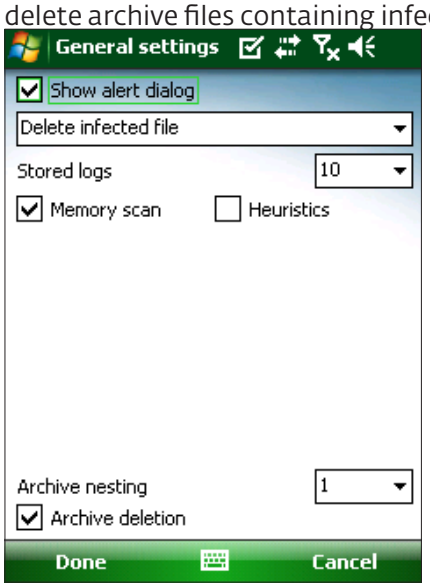

Figure 3-6: General settings

3.4 Scan objects setup

To specify the file types to be scanned on your mobile device, tap **Menu > Settings > Extensions**.

The **Extension settings** window will display (Figure 3-7), showing the most common file types exposed to infiltration. Select the file types you wish to be scanned. To exclude an extension from scanning, deselect its check box.

To scan all files, deselect the **Extension sensitive** check box.

Figure 3-7: Advanced scan parameter setup

4. Virus found

If a virus is found, ESET Mobile Antivirus will prompt you to take an action. We recommend you select **Delete infected file**. If you select **Do nothing (not recommended)**, no action will be performed and the infected file will remain on your mobile device. If you select **Move to quarantine**, the file will be moved to quarantine and deleted.

Figure 4-1: Action if a virus is found

When a virus is detected, ESET Mobile Antivirus displays the **Show alert dialog** check box. Deselect this option to prevent alert windows from displaying in the future. All future actions will be performed automatically.

NOTE: If an infiltration is detected in an archive, the **Delete archive** option is available in the alert window. Select this option along with the **Delete infected file** option to delete all infected archive files.

Figure 4-2: Virus found

4.1 Quarantine

The main task of quarantine is to safely store infected files. Files should be quarantined if they cannot be cleaned, if it is not safe or advisable to delete them or if they are being falsely detected by ESET Mobile Antivirus.

Files stored in the quarantine folder can be viewed in a table that displays the date and time of quarantine and the path to the original location of the infected files.

You can restore quarantined files by tapping **Menu > View > Quarantine > Options > Restore** (each file will be restored to its original location). You can also choose to permanently remove the files by tapping **Options > Delete**. If you want your choice to apply to multiple files, tap **Options > Select all** before performing the desired action.

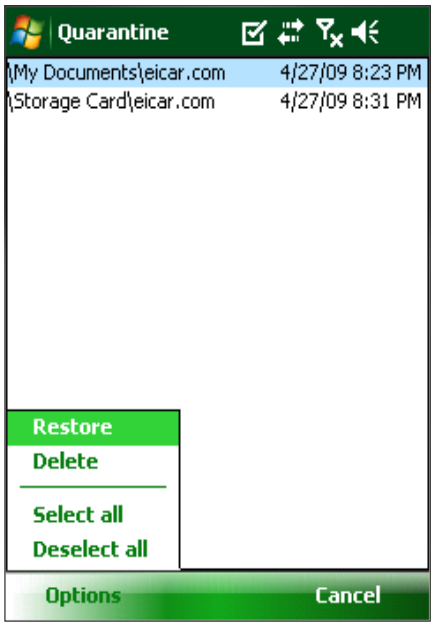

Figure 4-3: Quarantine

5. Spam filter

The Spam filter blocks unsolicited SMS messages that are sent to your mobile device.

Unsolicited messages usually include advertisements from mobile phone service providers or messages from unknown or unspecified users.

5.1 Settings

Tap **Menu > View > Statistics** to see statistical information about the number of received and blocked messages.

In the Spam filter settings (**Menu > Settings > Spam Filter**), the following filter modes are available:

Block SMS from contact list – Enable this option to allow SMS messages only from senders that are not in your address book. The Whitelist and Blacklist entries override this option.

Block SMS from unknown senders – Enable this option to accept messages only from contacts in your address book. The Whitelist and Blacklist entries override this option.

Select both **Block SMS from contact list** and **Block SMS from unknown senders** to automatically block all incoming SMS messages. The Whitelist and Blacklist entries override this option (see section 5.2, "Whitelist/Blacklist").

To not block any messages, deselect both **Block SMS from contact list** and **Block SMS from unknown senders** to disable the Spam filter. All incoming messages will be accepted. The Whitelist and Blacklist entries override this option (see section 5.2, "Whitelist/Blacklist").

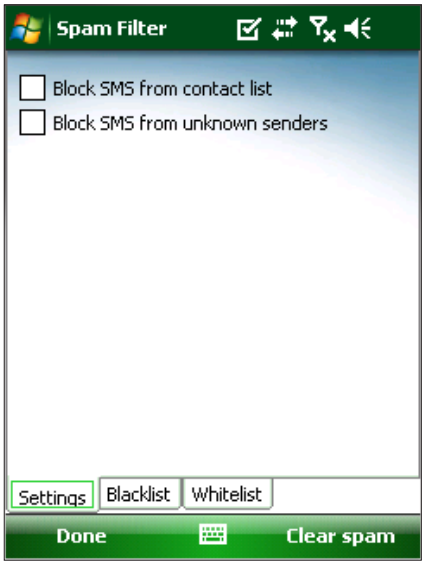

Figure 5-1: Spam filter

5.2 Whitelist / Blacklist

The Whitelist is a list of telephone numbers from which all SMS messages are accepted. Entries listed here override all options in the general spam filter setup (**Settings** tab).

Figure 5-2: The Whitelist

The Blacklist is a list of telephone numbers from which all SMS messages are blocked. Entries listed here override all options in the general Spam filter setup (**Settings** tab).

Warning: Adding a number/contact to the Blacklist will automatically move messages from that sender to the Spam folder.

To add a number or a contact to the Whitelist/Blacklist, select the tab for the list you want to modify and tap **Options**.

Figure 5-3: The Blacklist

5.3 Locating blocked (Spam) messages

The Spam folder is used to store blocked messages that are routed to it and is automatically created when the first spam message is deleted. To locate the Spam folder and review blocked messages, follow the steps below:

1. Open the program your device uses for text messaging. For example, from the Start menu tap **Messaging**.

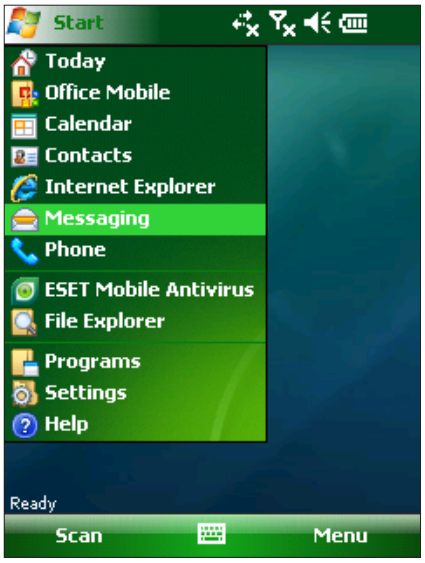

Figure 5-4: Tap Messaging

2. Tap **Messages** to open the list of received items.

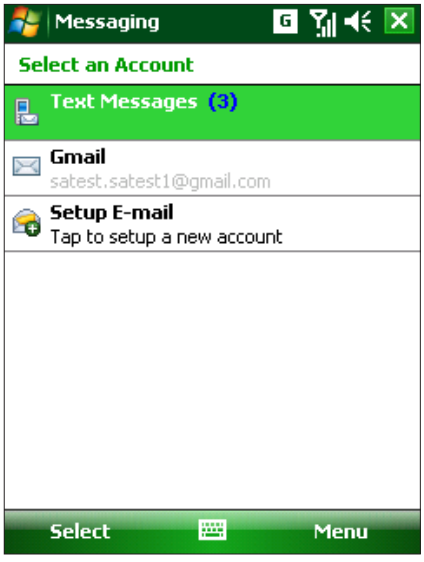

Figure 5-5: Tap Messages

NOTE: Your device will likely point to the folder most recently visited. To switch to another folder, such as the Spam folder, tap **Show** in the upper left (for Smartphones tap **Menu > Folders**).

3. Select the **Spam** folder.

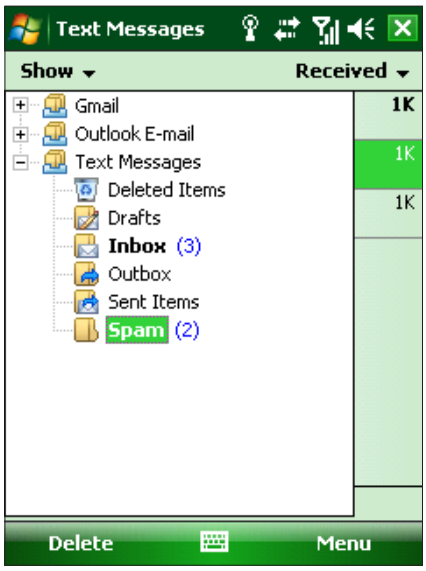

Figure 5-6: Spam folder

5.4 Deleting Spam Messages

To delete spam messages from your mobile device, follow the steps below:

1. Tap **Menu >Settings > Spam Filter**.

2. Tap **Clear spam**.

3. Tap **Yes** to confirm the deletion of all spam messages.

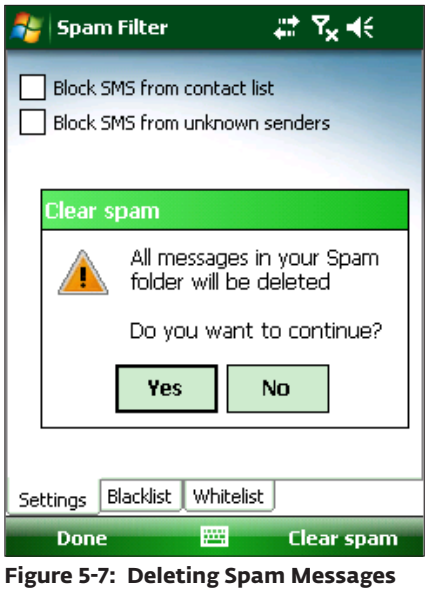

Figure 5-7: Deleting Spam Messages

6. Update

By default, ESET Mobile Antivirus is installed with an update task to ensure that the program is regularly updated. You can also perform updates manually.

After installation, we recommend you run the first update manually. To do so, tap **Menu > Update**.

6.1 Updating using your computer

If your mobile device is not connected to the Internet, you can also update the virus signature database using your computer by following the steps below:

1. Disable Internet updates under **Miscellaneous settings** (tap **Menu > Settings > Update** and deselect the **Internet update** option).

2. Download the file containing the most recent virus signature database to your PC.

3. Connect your device to your PC (Windows XP and earlier require that ActiveSync be installed. Windows Vista uses Windows Mobile Device Center).

4. Copy the virus signature database update file (EsetAV_WM.upd) to the ESET Mobile Antivirus installation directory (Program Files\ESET\ESET Mobile Antivirus).

5. Tap **Menu > Update**. ESET Mobile Antivirus will check the update file and, if the update file is not damaged, the latest virus signature database will be installed.

6.2 Settings

To configure the update settings, tap **Menu > Settings > Update**.

The **Internet update** check box enables or disables automatic updates. To set the time interval for the automatic update, use the **Auto update** drop-down menu. You can also specify the Internet server from which updates are downloaded (we recommend leaving the default setting of updmobile.eset.com). In the **Login** and **Password** fields, enter the username and password you received after purchasing ESET Mobile Antivirus.

Figure 6-1: Update settings

Figure 6-2: Downloading updates

NOTE: To prevent unnecessary bandwidth usage, virus signature database updates are issued as needed, when a new threat occurs. While virus signature database updates are free with your active license, you may be charged by your mobile service provider for data transfers. Please check with your mobile service provider. You can also update the virus signature database using your computer (see section 6, "Update")

The **Choose log** section (**Menu > View > Logs**) stores all file scan results and scan status reports, along with information about locked and infected files. Logs are created when a scan is initiated or when an infiltration is detected. All infected files are highlighted in red. At the end of each log entry is the reason why the file is included in the log.

System logs contain the following information:

- **Time** – Date and time of the event
- **Log name** – Log file name (usually in the form EsetAV_log_number.log)
- Scanned files
- Actions performed or errors encountered during the scan

Figure 7-1: Opening scan log

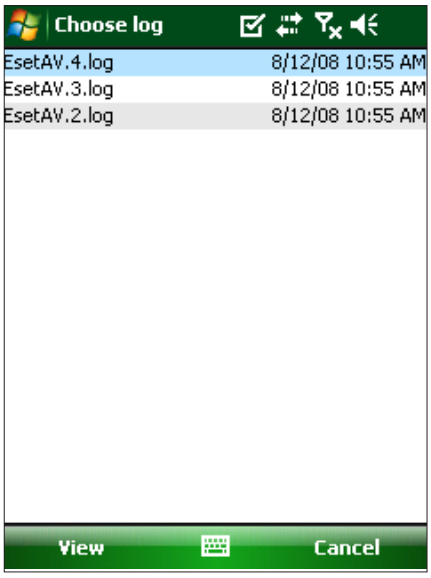

Figure 7-2: Choose log

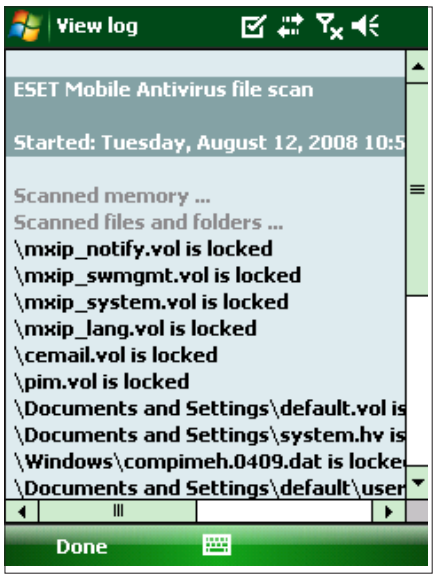

Figure 7-3: Log details

The statistics screen (**Menu > View > Statistics**) displays a summary of files scanned by the On-Access scanner and a summary of SMS Messages received. In addition, the totals of files quarantined by the On-Access scanner display here next to the sum of files in the Quarantine (this figure includes the results of the On-demand scan).

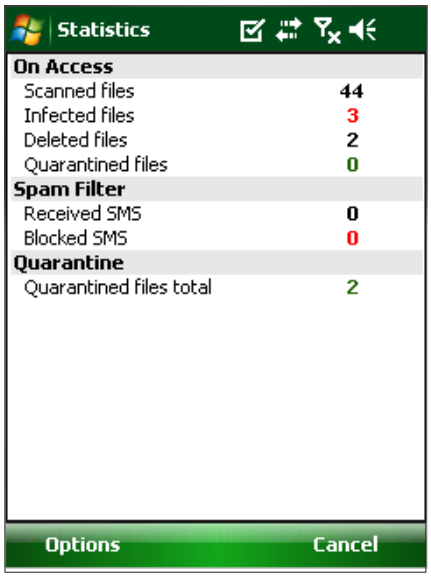

Figure 7-4: Statistics

This section provides solutions to common questions about ESET Mobile Antivirus.

8.1 Connection to update server failed

This error message is displayed after an unsuccessful update attempt if the program is not able to contact the update servers.

Try the following solutions:

1. **Check your Internet connection**

   Open your Internet browser to http://www.eset.com to verify that you are connected to the Internet

2. **Check if the program is using the correct update server.**

   To check the server address, tap **Menu > Settings > Update** and you should see **updmobile.eset.com** in the Internet server field.

8.2 Unsuccessful Installation

If an error message displays when you begin installation, the most common cause is installing the wrong version of ESET Mobile Antivirus for your device (installing ESET Mobile Antivirus for Pocket PC on a Smartphone or vice versa). When downloading the installation file from the ESET homepage, please make sure you are downloading the correct product version for your device.

9. Technical support

For administrative assistance or technical support related to ESET Mobile Antivirus or any other ESET security product, our Customer Care specialists are available to help. To find a solution to your technical support issue, you can choose from the following options:

To find answers to the most frequently asked questions, access the ESET Knowledgebase, here:
http://www.eset.com.sg/support/faq

The Knowledgebase contains an abundance of useful information on resolving the most common and current issues, with easy-to-use drill-down categories and an advanced keyword search.

To contact ESET Customer Care, use the support request form available here:
http://www.eset.com.sg/company/enquiry